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June 2, 1999

K. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

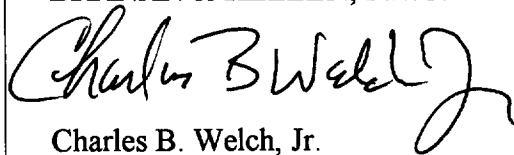
RE: TRA Rule 1220-4-8-.07(3)

Dear Mr. Waddell:

On behalf of Time Warner Telecom of the Mid-South, L.P. we have enclosed herewith a brief summary of all of the company's special contracts with end user customers. These special contracts are made available to similarly situated customers. Also, we have enclosed a narrative description of the process employed by the company in identifying such similarly situated customers. If you require any additional information, please contact the undersigned.

Very truly yours,

FARRIS, MATHEWS,  
BRANAN & HELLEN, P.L.C.



Charles B. Welch, Jr.

CBWjr,ks

cc: Carolyn M. Marek

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EXECUTIVE SECRETARY  
HAND DELIVERY

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<u>Effective Date</u>	<u>Log #</u>	<u>Quantity</u>	<u>Term</u>	<u>Product</u>
10/31/97	970272	16	24 mos.	Lines
6/16/98	980318	11	24 mos.	DID Service
9/28/98	980850	1	36 mos.	Digital Facility
		10	36 mos.	DID Service
		10	36 mos.	Digital Trunks
5/21/98	980258	15	36 mos.	DID Service
6/11/98	980308	10	36 mos.	Lines
10/31/97	970270	24	60 mos.	Digital Trunks
3/4/99	990330	17	M-M	PRI
1/30/98	980057	24	24 mos.	Analog Trunks
5/15/98	980245	1	36 mos.	Digital Facility
3/2/99	990322	14	24 mos.	Lines
12/18/97	970326	10	12 mos.	Lines
7/21/98	980715	1	36 mos.	Lines
10/31/97	970266	15	36 mos.	Lines
12/16/98	981082	2	12 mos.	PRI
12/7/98	981055	10	12 mos.	Digital Trunks
		60	12 mos.	Lines
		10	12 mos.	DID Service
		17	36 mos.	Lines
6/11/98	980305	18	24 mos.	Digital Trunks
2/15/99	990032	19	36 mos.	Lines
6/11/98	980306	10	36 mos.	Lines
1/20/98	980038	1	36 mos.	PRI
5/24/98	980271	16	36 mos.	Lines
5/26/98	980260	2	60 mos.	Lines
3/10/99	990347	1	36 mos.	PRI Service
8/21/98	980772	1	36 mos.	Digital Facility
6/5/98	980290	18	24 mos.	Lines
10/31/97	970265	13	36 mos.	Lines
11/18/97	970294	12	36 mos.	Analog Trunks
1/20/98	980039	1	36 mos.	Digital Facility
10/9/98	980893	1	36 mos.	Digital Facility
11/5/98	980974	4	36 mos.	PRI
10/28/98	980939	4	36 mos.	DID Service
			36 mos.	Lines
12/18/97	970327			

<u>Effective Date</u>	<u>Log #</u>	<u>Quantity</u>	<u>Term</u>	<u>Product</u>
1/19/98	980019	21	36 mos.	Analog Trunks
8/18/98	980766	14	36 mos.	DID Service
9/1/98	980796	11	36 mos.	Analog Trunks
12/19/97	970331	15	24 mos.	Analog Trunks
10/7/98	980881	10	36 mos.	Lines
		9	36 mos.	DID Service
2/25/98	980091	12	12 mos.	Lines

## **Switched Services ICB Business Process**

- 1** Salesperson identifies customer who needs ICB product(s) or pricing.
- 2** Salesperson completes in detail the ICB Request form including prospective products and pricing needed. (For instructions on filling out the ICB form please see page 51 of the Time Warner Communications Business Switched Services Operation Planning Guide.)
- 3** Salesperson or NCC Faxes the completed ICB Request form to Product Management/Development in Denver on 303.799.3317. Note that the prospective turn around time from faxing to approval notification for most ICB Requests is <5 days. Should you require a shorter time frame for approval please accompany your ICB request with a phone call or email to the appropriate Product Manager advising the need for a shorter interval on the ICB analysis.
- 4** Product Manager receives the ICB Request and begins analysis.
- 5** If the request is for a non-standard product or product configuration (i.e. Product ICB) the Product Manager contacts Denver Operations - Software Engineering in order to begin feasibility analysis.
- 6&7** Operations and/or Software Engineering reviews the ICB request, provides a technical analysis of feasibility and estimated costs and timeframes for implementation. This analysis is returned to Product Management.
- 8** Product Management reviews technical feasibility analysis.
- 9** Product Management conducts Cost/Price analysis and approves or disapproves the ICB request on the basis of Technical Feasibility and/or Pricing Analysis and estimated Revenue Return.

### Approved ICB Request Flow

- 10 a - The Product Manager approves the ICB, logs the ICB tracking/approval number and a description of the ICB product and/or pricing into the ICB Database. The Product Manager then provides the ICB Tracking Number to the requester with the ICB Tracking number. This number must be noted on the BCSC order form before the order can be placed. The BCSC will reject back any order for a non-standard product or price that is not accompanied by an ICB tracking number or any ICB tracking number that is not represented in the ICB Database.
- 11 a - The ICB requester receives the notification of approval and the ICB tracking number from Product Management.
- 12 Salesperson is now free to offer or quote the approved product or pricing. It is at this point and this point only that a contract can be signed with a customer.
- 13 The order form is filled out, noting the ICB Tracking number and sent to the BCSC for the regular ordering process to begin.

### Disapproved ICB Request Flow

- 10 b - The Product Manager disapproves the ICB, files the description of the ICB product and/or pricing into a tracking file.. The Product Manager then provides information regarding the disapproval to the requester. No ICB Tracking number is logged. The BCSC will reject back any order for a non-standard product or price that is not accompanied by an ICB tracking number or any ICB tracking number that is not represented in the ICB Database.
- 11 a - The ICB requester receives the notification of the disapproval and can amend the request and resubmit the ICB Request (at Step 1) if needed.

### **Exclusions to the ICB Process**

- :-)** You do not need to ask for ICB approval to waive a Non-Recurring Charge. However your General Manager must approve the waived NRC. Note in the order remarks section the GM's name and date of approval.
- :-)** You do not need to ask for ICB approval to bill a Non-Recurring Charge if the NRC is \$0.00 in your City Product Catalog.. However your General Manager must approve the billing of the NRC. Note in the order remarks section the GM's name and date of approval. GM's must document their reasons for approval for each order of this type and keep in file for future reference.